

Using the DPI Web Portal in ServiceNow to:

- Report an Incident – pg. 1 (**Something Is Broken**)
- Submit a Service Request – pg. 2 (**Request Something Else**)

How to Report an Incident

Log into https://ncgov.servicenowservices.com/sp_dpi using your NCID user ID and NCID password.

Once you log in, you will see an **NC DPI logo** in the top left-hand corner of the page.

Report an Incident - (Ex: a server is down, experiencing connectivity or performance issues on a system)

- 1- Click on **Something is Broken** (left hand side of page).
- 2- Once inside, browse the page full of Incident widgets for the application or service you need assistance with. Click on a widget to access the submission form. Ex. Schoolnet, NCEES, etc. (If you do not see a service or application, scroll to the bottom, and click **Show More**. If still not on the list, select to submit a 'General Incident'). You are now taken to a ticket submission form.
- 3- Complete required fields (**fields with ***) and any field that pertains to the incident, with as much detail as possible:
 - a- ***Caller** – Person submitting a web portal ticket. ServiceNow defaults to the user who logged into the portal as the caller.
 - b- ***Requested By** - Sometimes, customers will submit tickets on behalf of another authorized user. If this is the case, typing the person's name shows names of existing users to select. If you are not entering a ticket for someone else, skip this step.
 - c- *** Summary** - User will enter a brief description of the incident.
 - d- *** Description**- User will enter a detailed description of the incident.
 - e- **Additional fields** - Some widget templates contain additional fields. Fill out all that apply.
 - f- **Attachments?** - Click the paperclip icon, at the bottom right side of the incident page.
 - g- Click **Submit** - Once a ticket is submitted, the system redirects you to the ticket detail page for your review.
 - i. Here you can post a comment or read comments and/or view attachments from the person who will be assigned your ticket (left side of page).
 - ii. You can also see a recap of the ticket details (right side of page).
- 4- Click **Home** (at the DPI logo on top left corner) to go back to the home landing page.
- 5- Under the **Something is Broken** column; the newly created incident will be populated. They should show newest to oldest.
- 6- To Open and View incidents listed your home / landing page:
 - a- Under **My Incidents** on the left column of the page, click on the **blue link** of the incident that needs to be viewed. This will take you to the incident detail page to view the details of your incident. If you have more than 5 active incidents, click 'show all' to view a list of all open incidents.

*To **Search** for other incidents, there is a 'search' field on most ServiceNow landing pages - use the * ahead of a name, topic, or a partial incident number to perform a global search.

How to submit a **Service Request**

Log into https://ncgov.servicenowservices.com/sp_dpi using your NCID user ID and NCID password.

Once you log in, you will see an **NC DPI logo** in the top left-hand corner of the page.

Submit a Service Request - This is to request a service to be completed. (Examples: Request that DPI run a report, deliver a data file, or request a service.)

- 1- Click on **Request Something Else** (On right hand side of screen in blue).
- 2- Once inside, browse the page full of Request widgets for the application or service you need are requesting assistance with. Click on a widget to access the submission form. Ex. Federal Program Monitoring, Financial Services team, etc. (If you do not see a service or application, scroll to the bottom, and click Show More. If still not on the list, select to submit a 'General Request'. You are now taken to a ticket submission form.
- 3- Complete required fields (**fields with ***) and any field that pertains to the request, with as much detail as possible:
 - a- *Requested By - Person submitting request ticket. ServiceNow will default to the user who logged into the portal. If submitting a request for another authorized user, typing the person's name in the field shows names of available users to select from.
 - b- * Summary - User will enter a brief description of the request.
 - c- * Description - User will enter a detailed description of the request.
 - d- Additional fields - Some widget templates contain additional fields. Fill out all that apply.
 - e- Attachments? - Click the paperclip icon, at the bottom right side of the request page.
 - f- Click Submit - Once a ticket is submitted, the system redirects you to the ticket detail page for your review.
 - i. Here you can post a comment or read comments and/or view attachments from the person who will be assigned your ticket (left side of page).
 - ii. You can also see a recap of the ticket details (right side of page).
- 4- Click Home (DPI logo at the top left corner) to go back to the home landing page.
- 5- Under the Request Something Else column, the newly created request will be populated. They should show newest to oldest.
- 6- To Open and View requests listed your home / landing page:
 - a- Under My Requests on the left column of the page, click on the **blue link** of the request that needs to be viewed. This will take you to the request detail page to view the details of your incident. If you have more than 5 active incidents, click 'show all' to view a list of all open requests.

*To Search for other incidents, there is a 'search' field on most every ServiceNow landing pages - use the * ahead of a name, topic, or a partial incident number to perform a global search.

Knowledge Base COMING SOON

This will be populated with knowledge-based articles related to DPI applications and services.